
**DCSS P3 PROJECT
TRAINING WORKGROUP
SEPTEMBER 18, 2000 MEETING
MEETING SUMMARY**

A. GENERAL

On Monday, September 18, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Project, Training Workgroup held its fifth official session in Sacramento. The following members attended:

- ☒ Doris Keller, State Co-Leader (DCSS Training Unit)
- ☐ Debra Paddack, County Co-Leader (Analyst---Sonoma)
- ☒ Ann Love, State Analyst (DCSS Analyst)
- ☒ Pamela Korman, County Analyst (Manager---San Bernardino)
- ☒ Sharon Quinn, Small County Rep (Senior DDA---Placer)
- ☒ Mary Leibham, Medium County Rep (Manager---Stanislaus)
- ☒ James Martinez, Large County Rep (FSO Supervisor---Fresno)
- ☒ Nora O'Brien, Advocate (Director, ACES)
- ☒ Gloria Clemons-White, DCSS, Training Unit
- ☒ Pat Pianko, Resource (OCSE Rep---Region 9)
- ☒ Michael Wright, Judicial Council Rep (Senior Attorney---AOC)
- ☒ Louise Bayles-Fightmaster, Judicial Council (Sonoma County Specialist)
- ☐ Ed Kent, FTB Rep (Child Support Specialist)
- ☐ Stan Dettner, FTB Rep (CCSAS Child Support Specialist)
- ☐ Peter Dosh, FTB Rep (Supervisor ---Child Support Collections Program)

Attending *ex officio* were:

- ☒ Julie Hopkins, Facilitator (SRA International)
- ☐ Kathie LaLonde, Facilitator (SRA International)
- ☐ Nancy Bienia, Resource (OCSE Rep---DC)

This meeting summary highlights points covered, material discussed, and decisions made, and follow-up tasks for forthcoming sessions. Comments and corrections should be addressed to Julie Hopkins at julie.hopkins@dss.ca.gov.

B. REVIEW OF LAST MEETING'S MINUTES

Julie Hopkins began the meeting with distribution and review of the Workgroup Short Report that the group had worked on at its last meeting. These reports will be used at the public forums to provide information on the recommendations coming out of each of the groups.

C. TODAY'S TENTATIVE AGENDA

- Review Workgroup Short Report
- Discuss presentations/attendance during Public Forums
- Breakout groups to edit final report draft

D. WORKGROUP SHORT REPORT

Julie provided an overview of the Short Report and its organization. The group then reviewed and discussed the report, to ensure understanding of and agreement to its contents. Some changes and clarifications were made, as follows:

Standard Operating Procedures

Procedure #1 was reworded, to reflect the group's discussion. We are not recommending that a certification program be established for all Family Support Officers; however, we feel that the DCSS should study the feasibility of establishing such a program, for FSOs and other job classifications, such as trainers.

Best Practices

Several of the practices were reworded for clarity or to reflect the group's original intent. In practice #6, it was decided that the California Family Support Council (CFSC) Strategic Training Plan was a more meaningful and comprehensive model than that of the State of Texas.

In our discussions, we identified two additional recommendations to be incorporated into our final report:

- DCSS recognizes that training is a high priority and agrees to commit sufficient funding, resources and staff to this initiative.
- Counties must cooperate with any information gathering conducted by the state.

Julie made the agreed changes to the Short Report and distributed a new copy to the group members.

E. DRAFT FINAL REPORT

The group then reported on the various sections of the report they had drafted. All members reported significant progress, though the report was still in rough form. Members of the group then spent the remainder of the meeting in breakout groups, finalizing the drafts of their sections of the report.

Late in the day the group reconvened to report status. Most work had been completed. Doris agreed to merge the work that each group had done into one draft document, to be shared with all the group members for comment.

F. CROSS-WORKGROUP ISSUES

None identified.

G. SYSTEM REQUIREMENTS

None identified.

H. HANDOUTS

- Training Draft and Final Workgroup Short Reports
- Draft Outline of Training Recommendations
- Draft Portions of Final Report

I. ACTION ITEMS/HOMEWORK ASSIGNMENTS FOR NEXT SESSION

See attached listing.

J. ANCILLARY (PARKING LOT) ISSUES

None.

K. ATTACHMENTS

Action Item List.